



12 February 1999

Operations

**PYRAMID NOTIFICATION SYSTEM AND THE
USE OF AIA FORM 49, REPORT OF RECALL**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: HQ AIA/DOXX
(MSgt Whitney A. Gornichec)
Supersedes AIAI 10-206, 29 March 1996.

Certified by: HQ AIA/DOX
(Col William L. Cool)
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This instruction implements AFD 10-2, *Readiness*. This instruction establishes a system to immediately notify or recall, when situations develop, military and key civilian personnel. It describes the Air Intelligence Agency (AIA) pyramid notification system (expanding telephonic network) and defines responsibilities and procedures which activate the system. This instruction governs the maintenance of records that contain personal information and the disclosure which may constitute an unwarranted invasion of personal privacy. This instruction requires the use of AIA Form 49, **Report of Recall**, to report notification of personnel. This instruction is available for use by the Joint Command and Control Warfare Center (JC2WC). It applies to all HQ AIA major staff offices, 690 Information Operations Squadron (IOS), and the Air Force Information Warfare Center (AFIWC). It does not apply to AIA-gained Air National Guard and Air Force Reserve units.

SUMMARY OF REVISIONS

This AIA Instruction updates the previous version dated 26 March 1996.

1. General Information. The pyramid notification system includes only essential and unclassified information; information related to a recall is privileged and releasable only on a need-to-know basis. Do not disclose information without the consent of the individual concerned. See AFI 37-132, **Air Force Privacy Act Program**, and AFI 37-131, **Freedom of Information Act Program**, for guidance.

2. Terms Explained:

2.1. Essential Personnel. Individuals designated by their commander, director or chief to conduct effective operations.

2.2. Key Personnel. Individuals who are necessary to make key decisions for their functional areas.

2.3. Reference Time (RT). The time 690 IOS, Information Operations Center (690 IOS/IOC) is initially notified to implement a recall plus the verification time from the originator (for example; IOC notified at 0330, verified order at 0335, reference time is 0335).

2.4. RT + 1/2/3 Hours. Time periods after a recall when strength attainment data is reported by directorate strength accountability reporters (SAR) to the Contingency Management Branch (HQ AIA/DPP) and, or, 690 IOS/IOC (for example; reference time is 0400, RT+1 is 0500, RT+2 is 0600, and RT+3 is 0700).

2.5. Pyramid Notification Diagram. The office telephonic network listing known as a recall roster.

2.6. Strength Accountability Reporter (SAR). The individual designated by each major staff office (two-letter) and division (three-letter) to receive recall data from office personnel. Use HQ AIA Form 49 to report recall data to 690 IOS/IOC during a recall and to HQ AIA/DPP after a recall.

3. Responsibilities:

3.1. HQ AIA Staff Offices and AFIWC. Develops pyramid notification systems and diagrams according to the guidance in this instruction.

3.2. Military and Key Civilian Personnel. The Commander (HQ AIA/CC), Vice Commander (HQ AIA/CV), Technical Director (HQ AIA/CA), or Director of Operations (HQ AIA/DO) directs a recall of HQ AIA major staff offices and AFIWC military and key civilian personnel. Only HQ AIA/CC (or a designated representative acting in the capacity of HQ AIA/CC) as the Director (JC2WC/DR) or the Vice Director (JC2WC/DV) directs the recall of JC2WC military and key civilian personnel.

3.3. Develop and Monitor. The Plans and Readiness Branch (HQ AIA/DOXX) develops and monitors the AIA pyramid notification system procedures and instructions.

3.4. 690 IOS/IOC:

3.4.1. Activates the AIA pyramid notification system when directed by HQ AIA/CC, HQ AIA/CV, HQ AIA/CA, or HQ AIA/DO.

3.4.2. Functions as the focal point for receiving strength attainment data verbally during recalls.

3.4.3. Polls SARs 15 minutes after RT+1, RT+2, and RT+3 if they have not reported.

3.5. HQ AIA/DPP:

3.5.1. Functions as the focal point for receiving strength attainment data. Submits AIA Form 49 after notifications or recalls.

3.6. Major Staff Office Level:

3.6.1. Prepares, maintains, and updates its own pyramid notification diagram.

3.6.2. Designates a primary and alternate SAR to receive recall data from each division for their staff office. This individual should be a military member, as only key civilian personnel are recalled.

3.6.3. Provides 690 IOS/IOC and HQ AIA/DPP the names, grades, office symbols, and telephone numbers for its primary and alternate SARs.

3.6.4. Provides their divisions the recall data for the staff office's primary and alternate SARs.

3.7. Division Level:

- 3.7.1. Prepares, maintains, and updates its own pyramid notification diagram.
- 3.7.2. Designates a primary and alternate SAR (military personnel only) to receive recall data for the division.
- 3.7.3. Provides 690 IOS/IOC and HQ AIA/DPP the names, grades, office symbols, and telephone numbers for its primary and alternate SARs.

3.8. Major Staff Office and Division Monitors. Each major staff office and division diagram monitor provides 690 IOS/IOC copies of their diagram on the 1st of the month. Notify the diagram monitor immediately for any changes or updates.

3.9. Duty Section:

- 3.9.1. Develops a tracking system to maintain daily accountability of personnel who are not available (temporary duty (TDY), leave, or quarters) to ensure accurate accountability.
- 3.9.2. Ensures every effort is made to contact all available personnel prior to termination of the notification or recall.

3.10. Major Staff Office SAR:

- 3.10.1. Consolidates the staff office's strength attainment data into a (verbal) staff office report.
- 3.10.2. Contacts their division SARs who have not reported strength attainment data.
- 3.10.3. Reports strength attainment data 15 minutes after RT+1, RT+2, and RT+3 to 690 IOS/IOC.
- 3.10.4. Prepares and submits an AIA Form 49 to HQ AIA/DPP by close of business (COB) the 1st duty day following a notification or recall.

3.11. Division SAR:

- 3.11.1. Consolidates the division strength attainment data into a (verbal) division report.
- 3.11.2. Contacts individuals in their division who have not submitted the strength attainment data.
- 3.11.3. Reports strength attainment data at RT+1, RT+2, and RT+3 to their staff office SAR.
- 3.11.4. Submits strength attainment data to the staff office SAR by noon of the 1st duty day following a notification or recall for inclusion in their AIA Form 49.

3.12. Each Individual:

- 3.12.1. Verifies their personal information on the diagram and immediately reports any changes to the diagram monitor.
- 3.12.2. Keeps a current diagram for ready reference.
- 3.12.3. Relays the pyramid alert message to the next individual in their diagram and takes the appropriate action required by the alert message.
- 3.12.4. Reports in battle dress uniform (BDU), flight suit, or appropriate attire for key civilian personnel (if required) to their proper duty section (if required) without delay.
- 3.12.5. The last individual contacted in each column on the recall roster:

- 3.12.5.1. Provides their SAR the names of individuals not contacted.
- 3.12.5.2. Continues to attempt contact until the recall is terminated.
- 3.12.5.3. Immediately provides updates of new contacts to their SAR.

4. Pyramid Notification Diagrams:

4.1. Major Staff Office Standard Format (Front). Each major staff office diagram has a standard format (front), see attachment 1. The diagrams include the division chiefs that are subordinate to the major staff office (for example; HQ AIA/DO includes the chiefs for Operations Support Branch (DOM), Current Operations Division (HQ AIA/DOO), Special Activities Branch (HQ AIA/DOP), Space and Advanced Programs Division (HQ AIA/DOS), Operations Support Division (HQ AIA/DOX), and Psychological Operations [HQ AIA/DO-2]).

4.2. Division Standard Format (Front). Each division diagram has a standard format (front), see attachment 2. The diagrams include the branch chiefs and their personnel that are subordinate to the division (for example; HQ AIA/DOX includes the chiefs for HQ AIA/DOX, Architecture and Integration (HQ AIA/DOXA), Combat Applications and Information Operations (HQ AIA/DOXC), and Readiness and Exercise Branch (HQ AIA/DOXX), and personnel).

4.3. Recall Information. All major staff office and division diagrams include, at a minimum, the following information:

- 4.3.1. The major staff office or division symbol in the title (for example: "DOX Pyramid Notification Diagram").
- 4.3.2. The name of the diagram monitor who updates the information and the "As of:" date for currency in the upper, left box of the diagram.
- 4.3.3. The primary and alternate SARs recall information in the upper, left box of the diagram, directly below the diagram monitor and "As of." date.
- 4.3.4. 690 IOS/IOC telephone numbers in the upper, right box on the diagram.
- 4.3.5. The rank, name, organization, duty and home telephone, and full address of each individual. If applicable, include pager and cellular telephone numbers.
- 4.3.6. The code for each individual; K for key and E for essential.
- 4.3.7. In addition to the above information, paragraphs 4.3.1 through 4.3.6 each division diagram includes:
 - 4.3.7.1. The director as the top centered block on the diagram, above the block for the division chief.
 - 4.3.7.2. The primary and alternate directorate SARs recall information in the upper, right box of the diagram, directly below the 690 IOS/IOC telephone numbers.
 - 4.3.7.3. A note under the recall pyramid, "The last individual contacted must call to the division SAR at RT+1, RT+2, RT+3 and provide the strength accounting information."
- 4.3.8. Type FOR OFFICIAL USE ONLY at the bottom of each diagram in large bold print.
- 4.3.9. At the bottom of each diagram above FOR OFFICIAL USE ONLY, include the statement "SUBJECT TO THE PRIVACY ACT OF 1974-- PROTECT ACCORDING TO AFI 37-132."

4.4. Standard Format (Back). All diagrams are in the standard format (back), see attachment 3.

5. Notification or Recall Activation Procedures:

5.1. Implementation. Activate the pyramid notification system to implement a:

5.1.1. General Recall. A recall of all available personnel in AIA, AFIWC, and JC2WC.

5.1.2. Key Personnel Only Recall. A recall of specific personnel assigned to an office or section. Examples include, but are not limited to, key or essential personnel assigned to HQ AIA/DO, HQ AIA/DP, AFIWC.

5.1.3. Telephone Standby Notification. A notification to ready available personnel for a pending recall.

5.1.4. Telephone Test Notification. A notification to access the responsiveness and effectiveness of the pyramid notification system.

5.1.5. Termination Notification. A notification to terminate a notification or recall, particularly a telephone standby notification.

5.2. Activation. 690 IOS/IOC activates the pyramid notification system by direction of HQ AIA/CC, HQ AIA/CV, HQ AIA/CA, or HQ AIA/DO.

5.3. Notification. The individual contacted by the 690 IOS/IOC, regardless of their position in the office pyramid, contacts the individual who ensures the diagram is fully activated to include any other necessary notifications.

5.4. Primary and Alternate Procedures. Each duty section develops primary and alternate procedures, if necessary, for notifying personnel residing in the dormitories.

5.5. Relay Information. Individuals read the appropriate statement on the back of their diagram to relay notification or recall information.

5.6. Using the Diagram. Contact individuals using all available telephone numbers from the diagram.

5.6.1. If an individual cannot be reached, call the next individual and continue until someone is contacted or until the diagram is completed.

5.6.2. Answering machines and pagers are not contact; leave a message and your telephone number, then continue with the next individual in the pyramid.

5.6.3. Ensure all previous "no contacts", to include answering machines and pagers, are relayed to the next individual contacted or to the appropriate SAR if the diagram is complete.

6. Strength Accountability. 690 IOS/IOC is the focal point for collecting strength attainment data during a notification or recall from each major staff office SAR. Contact 690 IOS/IOC by telephone at (210) 977-2191.

6.1. Individual Reporting. The last individual notified for each division (last individuals listed on the diagram) reports to their SAR the names of individuals not contacted.

6.2. Division Reporting. Division SARs report to their staff office SAR at RT+1, RT+2, and RT+3.

6.3. Directorate Reporting. Major staff office SARs report to 690 IOS/IOC 15 minutes after RT+1, RT+2, and RT+3.

7. Reporting Test and Actual Results. Report personnel strength after a notification or recall according to the following instructions:

7.1. Each division SAR provides strength attainment data to their staff office SAR on the 1st duty day, no later than noon, following a notification or recall, for inclusion in the AIA Form 49.

7.2. Each major staff office SAR completes an AIA Form 49 for each notification or recall conducted, and submits the completed form to HQ AIA/DPP by COB on the 1st duty day following a notification or recall.

7.2.1. Complete AIA Form 49 using the guidance and procedures in attachment 5. Direct any questions to HQ AIA/DPP or HQ AIA/DOXX.

7.2.2. AIA Form 49 is located in JetForm FormFlow on the AIA local area network (LAN). Use the LAN to complete and submit AIA Form 49 to HQ AIA/DPP.

7.3. HQ AIA/DPP provides completed AIA Forms 49 to HQ AIA/DOXX. HQ AIA/DOXX studies completed AIA Forms 49, identifies trends, implements improvements to the pyramid notification system, and files forms.

8. Pyramid Notification System Tests. A test evaluates procedures and identifies deficiencies.

8.1. At the discretion of the activating authority, tests may involve all personnel or may be limited only to key personnel.

8.2. Each major staff office, division, or branch may conduct a test of its portion of the pyramid notification system. These tests do not require action of the 690 IOS/IOC as the alerting source or HQ AIA/DPP as the strength attainment reporting source.

9. Evaluation Procedures for a Pyramid Notification System Test:

9.1. A pyramid notification system test determines the amount of time it takes to complete notifications and the number of people contacted. A completed recall is defined as 90 percent of available (excluding TDYs or leaves) personnel were contacted and reported for duty, if required.

9.2. During a test, each individual annotates the time of notification and reports that time to their appropriate SAR by noon of the following duty day.

9.3. The major staff office SAR submits an AIA Form 49 to HQ AIA/DPP by COB on the 1st duty day following the test.

9.4. HQ AIA/DPP provides results of the test to the initiating source and HQ AIA/DOXX by 1200 the 2d duty day following the test.

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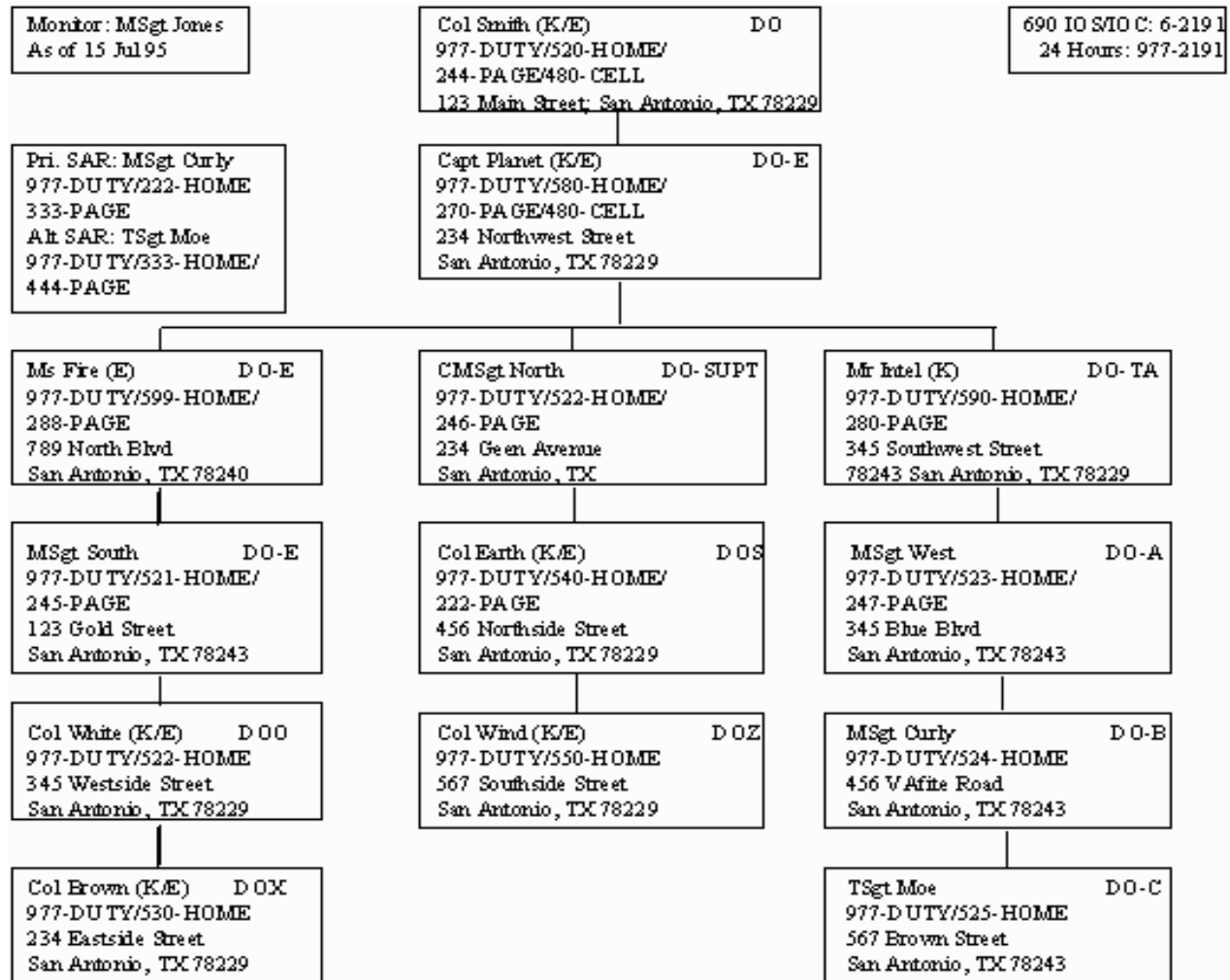
10. Form Prescribed. AIA Form 49.

JAMES M. ENGER, Colonel, USAF
Director of Information Operations

Attachment 1

MAJOR STAFF OFFICE PYRAMID NOTIFICATION DIAGRAM

Figure A1.1. (Major Staff Office) PYRAMID NOTIFICATION DIAGRAM.

**NOTE:**

The last individual contacted must call to the major staff office SAR at RT+ 1, RT+2, RT+3 and provide the strength accounting information.

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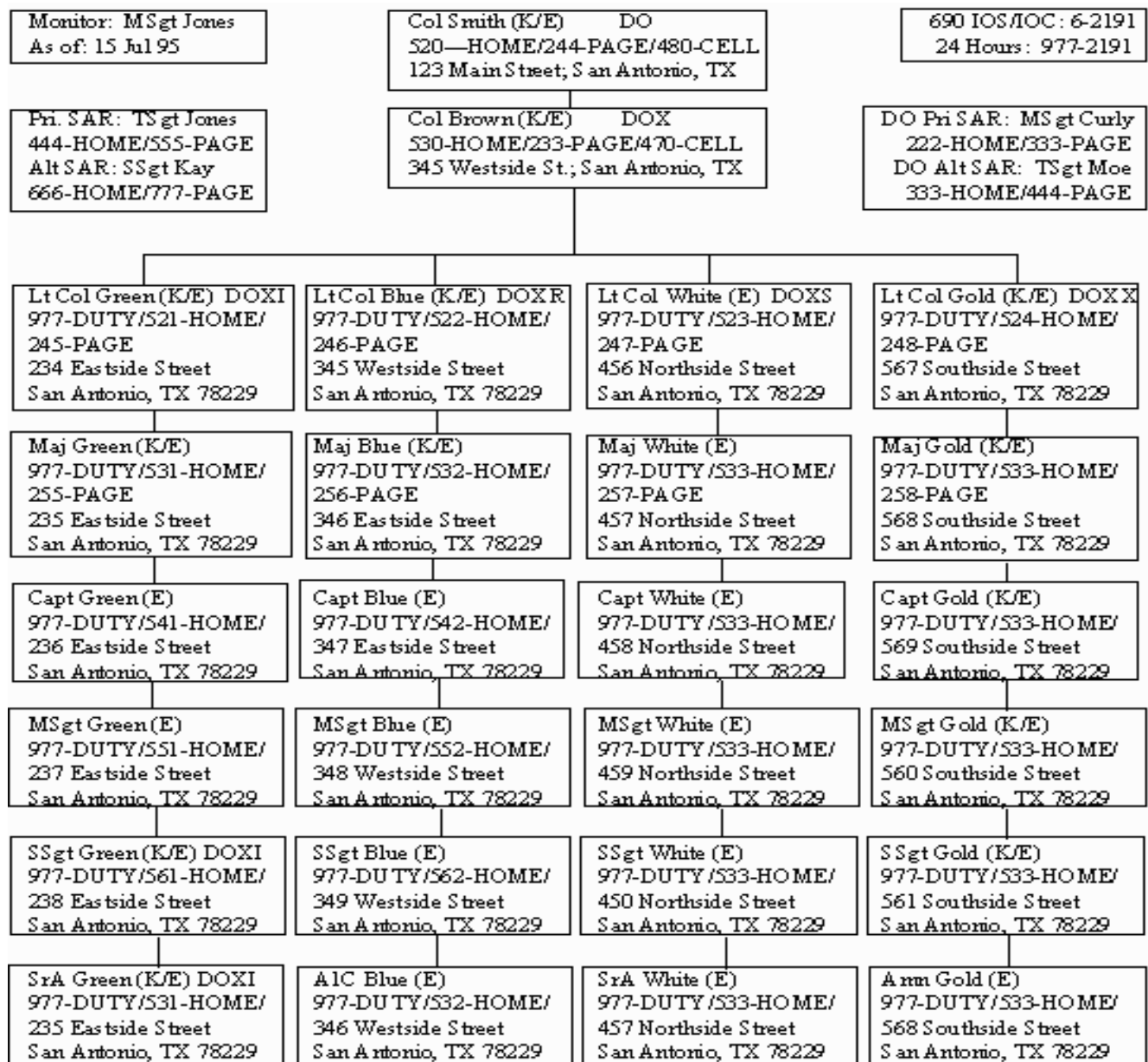
NOTE:

Remember to mark the recall roster FOR OFFICIAL USE ONLY.

Attachment 2

(DIVISION) PYRAMID NOTIFICATION DIAGRAM

Figure A2.1. (Division) PYRAMID NOTIFICATION DIAGRAM.

**NOTES:**

The last individual contacted must call to the division SAR at RT+1, RT+2, RT+3 and provide the strength accounting information.

SUBJECT TO THE PRIVACY ACT OF 1974—PROTECT ACCORDING TO AFI 37-132

NOTE:

Remember to mark the recall roster FOR OFFICIAL USE ONLY

Attachment 3

PYRAMID NOTIFICATION DIAGRAM (BACK)

Figure A3.1. Pyramid Notification Diagram (Back).

Recall Procedures

TELEPHONE NUMBERS: When notified of a recall, call the next individual listed in your column. Pass the recall message using one of the following formats relaying the message as worded. If you are unable to contact the individual, it is your responsibility to contact the next individual(s) to ensure the chain is not broken. Contact is defined as speaking to the individual. Contact is NOT defined as speaking to spouse or dependents, or an answering machine. If an individual cannot be contacted, the individual(s) name will be passed as an exception and reported to the next person throughout the rest of the chain. The responsibility of continuing to contact the individuals reported as passed falls on the person who initially attempted contact.

1. **GENERAL RECALL:** “This is (state your name and rank) with alert message number one. A GENERAL RECALL has been initiated for HQ AIA. Report to your duty location after completing any further required notification. Individuals not contacted are _____. Reference time is _____ hours.”

2. **KEY PERSONNEL ONLY RECALL:** “This is (state your name and rank) with alert message number two. A KEY PERSONNEL ONLY RECALL has been initiated. Only (identify specific personnel: For example, HQ AIA/DO, HQ AIA/XR, etcetera.) key or essential personnel are affected. All personnel not selectively recalled report at normal duty time. Individuals not contacted are _____. Reference time is _____.”

3. **TELEPHONE STANDBY NOTIFICATION:** “This is (state your name and rank) with alert message number three. TELEPHONE TESTS NOTIFICATION of the HQ AIA Pyramid Notification System has been initiated. DO NOT report to your duty station at this time. Report at normal duty time. Complete your pyramid alert notification and remain on telephone standby until otherwise notified by recall procedures. Individuals contacted are _____. Reference time is _____.”

4. **TELEPHONE TEST NOTIFICATION:** “This is (state your name and rank) with alert message number four. A TELEPHONE TEST NOTIFICATION of the HQ AIA Pyramid Notification System has been initiated. DO NOT report to your duty station at this time. Report at normal duty time. Complete your pyramid alert notification. This is a TELEPHONE TEST ONLY. Individuals not contacted are _____. Reference time is _____.”

5. **TERMINATION NOTIFICATION:** “This is (state your name and rank) with alert message number five. A TERMINATION NOTIFICATION of the (name of the previous notification or recall) has been initiated. Complete any further required notifications and resume normal operations.

REPORTING REQUIREMENT: Upon notification of report for duty recalls. Depart immediately after contacting the next individual in your recall chain. Required uniform for recalls is BDUs, flight suits, or appropriate attire for key civilian personnel (if recalled), unless otherwise directed. Report to your duty section or specified location and sign in. Report missed personnel to supervisor. Sign in with SAR immediately upon arriving at duty station. For KEY PERSONNEL ONLY RECALL, identify the initiating office (for example HQ AIA/DO, HQ AIA/XR, command Section, etcetera).

KEY PERSONNEL for each major staff office or division are identified by a “K” next to their name. ESSENTIAL PERSONNEL are identified by an “E” next to their name.

COMMUNICATION OUR PROCEDURES: If telephone communications are lost, personnel will complete their notifications by direct personal contact (i.e. eye to eye). The first individual contacted in each column is responsible for contact of ALL personnel in their column. The individual will report back to the unit in person with the names of the exceptions. Personnel will remain in quarters until further notice or report to your duty section or specified location and sign in.

PRINT THIS PAGE ON THE BACK OF EACH PYRAMID NOTIFICATION DIAGRAM.

MAINTAIN THIS RECALL ROSTER ON YOUR PERSON AT ALL TIMES

Figure A3.2. Helpful Numbers.

Helpful Numbers

DSN (Routine)	88-
DSN (Precedence)	182-
DSN (Priority)	183-
ALL Purpose Emergency	911
Ambulance	5-4544
Fire	117
AIA Security Police	6-2307
Kelly Security Police	5-6811
Helping Hand	5-6789
Crime Stop	5-1100
Orderly Room	6-2655
Dial-A-Ride(6-HELP)	6-4537
AIA Command Post	6-2307

Government Installations Extensions

AIA	6+ext
Kelly	5+ext
BAMC	9+7digits
Lackland	3+ext
Brooks	4+ext
Randolph	7+ext
Ft Sam	9+7+digits
Wilford Hall	2+ext
Chaplin	6-2161
Civil Engineer Emergency	5-6018
Kelly Command Post	5-6906
Disaster Preparedness Control Ctr	5-8996
Alarm Monitor	6-2307

Unit Disaster Preparedness Representatives

_____ (Primary)

_____ (Alternate)

Unit Strength Accountability

_____ (Primary)

_____ (Alternate)

Office Pager # _____

Attachment 4

SAMPLE AIA FORM 49, REPORT OF RECALL

Figure A4.1. Sample AIA Form 49.

8. REASON	NUMBER
A. NO ANSWER	7
B. NOT ON RECALL ROSTER	1
C. BREAK IN CHAIN <i>(Explain in remarks)</i>	1
D. INCORRECT PHONE NUMBER	4
E. OTHER <i>(Explain in remarks)</i>	0
TOTAL NONCONTACTS <i>(Should equal total available minus total contacts)</i>	13
II. STATUS OF NONAVAILABLES	
9. REASON	NUMBER
A. HOSPITALIZED <i>(Include Quarters)</i>	2
B. LEAVE	7
C. TDY	6
D. CIVILIAN <i>(Not necessary) (Not for telephone testing)</i>	20
E. OTHER <i>(Specify)</i>	0
TOTAL NONAVAILABLES <i>(Not equal plus and should equal less sign)</i>	35
10. REMARKS	
10. REMARKS	

Attachment 5**DIRECTIONS FOR COMPLETING AIA FORM 49**

A5.1. Block 1. Indicate the major staff office or organization submitting the report (for example HQ AIA/DOX).

A5.2. Block 2. Indicate the date and local time you submit your report.

A5.3. Block 3. Indicate the time your staff office or organization first received notification of the test. Indicate the reference time for the recall or notification.

A5.4. Block 4. Place an “X” in the appropriate block.

A5.5. Block 5. Indicate grade, name, and duty phone of the person who prepared the report.

A5.6. Block 6. Indicate the time the final contact in your recall chain was notified (TEST only).

A5.7. Block 7a. List division and branch office symbols (for example: HQ AIA/DOX, HQ AIA/DOXA, HQ AIA/DOXC, and HQ AIA/DOXX).

A5.8. Block 7b. Indicate the total number of assigned personnel (military and civilian) for each division and branch listed.

A5.9. Block 7c. Indicate the number of military and civilian personnel, if directed to recall civilians, actually available for duty for each division and branch listed. Nonavailables are people on leave, TDY, hospitalized, nonessential civilians, essential civilians not recalled, etcetera.

A5.10. Blocks 7d, 7e, and 7f. Use the appropriate “Reference Time +” column and complete the “reporting and Rate” column by indicating the number of personnel (military and civilian) contacted since the notification or recall began.

A5.11. Block 8. Indicate the number of availables not contacted, by category, and put the total number in appropriate block. The total should equal the total number of availables minus the total contacted.

A5.12. Block 9. Indicate the status of nonavailables, by category, and put the total number in the appropriate block. The total number of nonavailables plus availables should equal the total personnel assigned.

A5.13. Block 10. Describe reasons for “break in chain” and “other” from Block 8, and “other” for Block 9. Also provide information you feel will help improve our recall system.

NOTE:

Each major staff office SAR consolidates data for their divisions or branches into a single AIA Form 49 and forwards to HQ AIA/DPP. HQ AIA/DPP consolidates the reports and reports the totals to HQ AIA/DOXX and the initiating source.

Attachment 6

PROCESS FLOW FOR HQ AIA PYRAMID NOTIFICATION SYSTEM

AIA/CC, CV, CA, OR DO

Notification

690 IOS/IOC

Initiates Recall

First Individual

Contacted by 690 IOS/IOC

Individual Initiates

Major Staff Office Recall

Major Staff Office Notifies

Division Chief

Division Chief

Initiates Division Recall

Last Individual Contacted

Reports Data to SAR

Division SARs Report to

Major Staff Office SARs at RT+1, 2, and 3

Major Staff Office SARs Report to 690 IOS/IOC

NLT 15 minutes after RT+1, 2, and 3

(690 IOS/IOC Polls SARs if Necessary)

Division SARs Provide Data to

Major Staff Office SARs for AIA Form 49

NLT Noon of 1st Duty Day

HQ AIA/DPP Collects AIA Forms 49

and forwards to HQ AIA/DOXX

HQ AIA/DOXX Provides Consolidated

Reports to the Initiating Source